

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

**CUSTOMER NO.:** 22927

Confirmation No.: 5212

Applicants: Walker *et al.*

Application No.: 10/578,181

Filed: May 1, 2006

Title: PRODUCTS AND PROCESSES FOR ADDRESSING A  
CUSTOMER SERVICE ISSUE

Attorney Docket No.: 04-027

Group Art Unit: 3689

Examiner: Fonya M. Long

**RESPONSE and AMENDMENT  
to the Non-final Office Action mailed December 22, 2010**

**Mail Stop Amendment**

Commissioner for Patents

P.O. Box 1450

Alexandria, VA 22313-1450

Dear Examiner:

In response to the Non-final Office Action mailed December 22, 2010 as Part of Paper No./Mail Date 20100628 (hereinafter the "Office Action"), please consider the following remarks.

For ease of reference, following is a detailed listing of all claims that are, or were, in the application. A status identifier is provided for every claim and the current text of every claim is presented, unless the claim has been cancelled or not entered.